

CITY GOVERNMENT OF EL SALVADOR

CITIZEN’S CHARTER

2020 (1st Edition)

**CITY LOCAL ENVIRONMENT & NATURAL RESOURCES OFFICE (CLENRO)**

**ISSUANCE OF ENVIRONMENTAL CLEARANCE, REGULATORY ACTIVITIES ON AIR, WATER AND SOLID WASTES (COMPLAINTS) AND FACILITATING MANGROVE/TREE PLANTING**

1. **Service Name: Issuance of Environmental Clearance**

**Description of the Service**: This Service issues Environmental Clearance to concerned clients.

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| **Office or Division:**  | CITY LOCAL ENVIRONMENT & NATURAL RESOURCES OFFICE |
| **Classification:**  | SIMPLE |
| **Type of Transaction:**  | G2B |
| **Who may avail:**  | BUSINESS ESTABLISHMENTS (EXCEPT SMALL SCALE LIKE SARI-SARI STORES) AND PROJECT PROPONENTS (AS PER PROJECT ACTIVITIES) |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| New: |
| 1. Environmental Compliance Certificate (ECC) or Certificate of Non-Coverage (CNC)
 | DENR-EMB 10 |
| 1. Wastewater Discharge Permit (WDP)
 | DENR-EMB 10 |
| 1. Permit to Operate (PTO) (if applicable)
 | DENR-EMB 10 |
| 1. Zoning/Locational Clearance
 | City Planning & Development Office |
| Renewal: |  |
| 1. Photocopy of ECC/CNC if noton file and if amended
 | Business Owner |
| 1. Photocopy of Wastewater Discharge Permit (WDP) Renewal
 | Business Owner |
| 1. Photocopy of Permit to Operate (PTO) Renewal (if applicable)
 | Business Owner |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Submit

requirements | 1.1 Check thesubmittedrequirements as to completenessthen receive the documents for processing. 1.2 Conduct the onsiteinspectionif necessary | None | 1.1 Ten (10) minutes1.2 One (1) day | LORELEI O. DACUPollution Control Officer (Designate)-City Local Environment & Natural Resources OfficeLILA F. SOQUILLOCLENRO (Designate)- City Local Environment & Natural Resources Office |
| 1. Claim the

EnvironmentalClearanceCertificate | Release theEnvironmentalClearanceCertificate. | None | 10 minutes | LORELEI O. DACUPollution Control Officer (Designate)-City Local Environment & Natural Resources Office |

**2. Service Name: FACILITATE MANGROVE/TREE PLANTING**

**Description of the Service:** This Service facilitates provision of service particularly on Tree/Mangrove Planting and seedling dispersal which is a prime mandate of CLENRO to ensure the effective and efficient management, protection and development of watershed connectivity and ecosystem-based adaptation to mitigate the impacts of climate change in collaboration with thestakeholders.

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| **Office or Division:**  | CITY LOCAL ENVIRONMENT & NATURAL RESOURCES OFFICE |
| **Classification:**  | SIMPLE |
| **Type of Transaction:** | G2B, G2C ,G2G |
| **Who may avail:**  | Peoples Organization, NGOs, Academe, Private Industries, Religious Groups, CSOs |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| 1. Letter of Intent
 | APPLICANT |
| 1. Barangay Consent
 | Barangay where the Tree/Mangrove Planting will be conducted |

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| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Submit Letter

of Intent with attached Barangay Consent | Facilitate andassess theclient’s concern | None | 15 minutes | LORELEI O. DACUPollution Control Officer (Designate)-City Local Environment & Natural Resources OfficeLILA F. SOQUILLOCLENRO (Designate)- City Local Environment & Natural Resources Office |
| 1. Wait for advice

on theschedule | . Prepare locationof the activityInform client forthe schedule | None | 1 day |

**3. Service Name: ASSIST IN MANGROVE/TREE PLANTING**

 **ACTIVITIES**

**Description of the Service:** Should the applicants wish to be assisted in the mangrove/tree planting activities proper, the office can extend the services to be actively involved in the information and education campaign prior to the tree planting activities and supervise the whole activity.

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| **Office or Division:**  | CITY LOCAL ENVIRONMENT & NATURAL RESOURCES OFFICE |
| **Classification:**  | SIMPLE |
| **Type of Transaction:** | G2B,G2G, G2C |
| **Who may avail:**  | Peoples Organization, NGOs, Academe, Private Industries, Religious Groups, CSOs |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| 1. Location and Schedule of the activity
 | CITY LOCAL ENVIRONMENT & NATURAL RESOURCES OFFICE |
| 1. Bamboo sticks for lay-out and sticking
 | Applicant |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Assist on

Informationand EducationCampaign andthe tree/mangroveplantingactivity | Conduct theInformation andEducationCampaign to theparticipants ofthe activity | None | 10 minutes | LORELEI O. DACUPollution Control Officer (Designate)-City Local Environment &Natural Resources OfficeLILA F. SOQUILLOCLENRO (Designate)- City Local Environment & Natural Resources Office |
| 1. Assist in facilitating the area and taking of individual attendance
 | Facilitate andguide the areaand take theindividualattendance | None | 2-4 hrs. |

**4. Service Name: REGULATORY ACTIVITIES ON AIR, WATER AND SOLID WASTES (COMPLAINTS)**

**Description of the Service**: This Service conducts regulatory activities on complaints received from concerned citizens on establishments with violations on environmental aspects with regards to air, water and solid waste management.

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| **Office or Division:**  | CITY LOCAL ENVIRONMENT & NATURAL RESOURCES OFFICE |
| **Classification:**  | SIMPLE |
| **Type of Transaction:** | G2C |
| **Who may avail:**  | Peoples Organization, NGOs, Any Private individuals |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| 1. Complaint Letter
 | Complainant/s |
| 1. Accomplished Complaint Form
 | CITY LOCAL ENVIRONMENT & NATURAL RESOURCES OFFICE |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |

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| 1. Submit

Requirements and wait for advice  | Receive andvalidatecomplaints | None | 15 minutes | LORELEI O. DACUPollution Control Officer (Designate)-City Local Environment & Natural Resources OfficeLILA F. SOQUILLOCLENRO (Designate)- City Local Environment & Natural Resources Office |
| 1. Wait for inspection or validation schedule
 | .Schedule inspection/validation date*Note: Depending on the gravity/nature of complaint, CLENRO to coordinate with EMB-10 for technical assistance* | None | 30 minutes |
| 1. Assist

inspectors | Conduct On-siteInspection | None | 1 day |
| 1. Wait for advice

on schedule of meeting or technical conference | Inform the Client(Complainant &respondents) forthe schedule of meeting orTechnicalConferencedeliberation | None | 15 minutes |  |
| 1. Attend meeting or

TechnicalConference | Conduct the meeting Prepare Report for City Mayor or EMB-10 endorsement | None | 3 hours |  |
| 1. Claim a copy

of the Report | Release endorsement for appropriate sanction to EMB-10 | None | 5 minutes |  |
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| **FEEDBACK AND COMPLAINTS MECHANISM** |
| How to send complaint/s | 1. Send your complaint/s through e-mail clenro.elsalvadorcity@gmail.com  |
| How to file a complaint | 1. Accomplish our CUSTOMER SATISFACTION SURVEY FEEDBACK FORM available in the office;
2. Put this in the SUGGESTION BOX at the INFORMATION DESK
 |
| How complaints are processed | 1. Accomplish our CUSTOMER SATISFACTION SURVEY FEEDBACK FORM available in the office;
2. Put this in the SUGGESTION BOX at the INFORMATION DESK
3. Talk to the OFFICER OF THE DAY
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| Contact Information of CCB | CSC – Contact Center ng Bayan – 0908-8816-565 |
| PCC  | Presidential Complaints Center - 8888 |
| ARTA | Anti-Red Tape Authority – 478-5093 |